



U.S. General Services Administration

**AUTHORIZED
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES**

SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT Systems Analysis Services
FPDS Code D307 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
FPDS Code D310 IT Backup and Security Services
FPDS Code D311 IT Data Conversion Services
FPDS Code D316 IT Network Management Services
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

Note: Contractor has been awarded under the Cooperative Purchasing and Disaster Recovery Programs.

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

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Contract Number: [GS-35F-0305M](#)

Period Covered by Contract: [February 28, 2012 – February 27, 2022](#)

Price list current through modification #PO-0038, dated April 19, 2017

General Services Administration
Federal Acquisition Service

Products and ordering information in this Authorized FAS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service's Home Page via the Internet at <http://www.gsa.gov/fas>

INFORMATION FOR ORDERING ACTIVITIES

- 1a. Table of awarded the special item number with appropriate cross-reference to item descriptions and awarded price.
Special Item No.132-51 Information Technology Professional Services
- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.
See Price Sheet
- 1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.
Skill category descriptions begin on page 10.
2. Maximum order. *\$500,000*
3. Minimum order. *\$100*
4. Geographic coverage. *Domestic only*
5. Point of production.
Same as company address.
6. Discount from list prices or statement of net price. *Government prices are net.*
7. Quantity discounts. *1.0% for \$300,000-500,000 per task order
1.5% for \$501,000-700,000 per task order
2.0% for \$701,000 and above.*
8. Prompt payment terms. *2% - 20 days from receipt of invoice or date of acceptance, whichever is later.*
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.
- 9b. Notification that Government purchase cards are accepted above the micro-purchase threshold.
10. Foreign items. *None*
- 11a. Time of delivery.
As agreed upon between the contractor and the ordering activity.
- 11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.
As agreed upon between the contractor and the ordering activity.
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery is available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery. *As agreed upon between the contractor and the ordering activity.*
- 11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery.

As agreed upon between the contractor and the ordering activity.

12. F.O.B. point. *Not Applicable*
- 13a. Ordering address. *Same as company address.*
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3. For supplies and services, the ordering procedures, and information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address. *Same as company address.*
15. Warranty provision. *Not Applicable*
16. Export packing charges, if applicable. *Not Applicable*
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). *None*
18. Terms and conditions of rental, maintenance, and repair. *Not Applicable*
19. Terms and conditions of installation. *Not Applicable*
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices. *Not Applicable*
- 20a. Terms and conditions for any other services. *Not Applicable*
21. List of service and distribution points. *Not Applicable*
22. List of participating dealers. *Not Applicable*
23. Preventive maintenance. *Not Applicable*
- 24a. Special attributes such as environmental attributes. *Not Applicable*
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/. www.miklos.com
25. Data Universal Number System (DUNS) number. *940799398*
26. Notification regarding registration in SAM.gov (formerly the Central Contractor Registration) database. *CAGE Code: 1WK17*

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

- a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.
- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related

to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. SUBSTITUTIONS

Keystone Peer Review Organization, Inc. ("KEPRO") reserves the right to make the following substitutions in the education and/or experience requirements of any of the service skill categories set forth herein.

1. Two years of work experience in the related technology area may be substituted for an Associate's Degree.
2. Four years of work experience in the related technology area may be substituted for a Bachelor's Degree.
3. Certification related to the technology is equivalent to two years of experience or education requirement.

17. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

See Labor Category descriptions included herein.

Labor Category Descriptions

MSI recognizes that successful performance depends on having personnel with the best blend of skills and experience. MSI believes that this blend is acquired through the proper mix of education and professional experience. The following descriptions document the minimum qualifications and major functions of each labor category.

Principal Systems Engineer

Minimum experience: At least twenty-five (25) years of progressively more responsible experience

Functional Responsibility: A Principal Systems Engineer is an individual possessing the training, skills, and experience of a Subject Matter Expert Systems Engineer plus extensive breadth and depth of knowledge in one or more specific domains, normally operating in the management structure, providing sophisticated planning, scheduling, performance tracking, and risk management.

The Principal Systems Engineer is a senior-level IT engineer who is a recognized authority in his/her field; applies and/or develops highly advanced technologies, scientific principles, theories and concepts; develops solutions to complex problems requiring an exceptional degree of ingenuity and innovation; and has experience in the design and architecture of complex systems supporting multiple platforms and life-cycle experience in all phases of a project. The Principal Systems Engineer has the necessary skills and the leadership experience to function in program management roles on mid- to large-sized projects; to make decisions resulting in an organization achieving goals critical to major organizational objectives and improving the image of the organization's technological capability; and to advise senior management and customers on advanced technical research studies and applications; and acts as a prime consultant and spokesperson for the organization on highly significant matters relating to policies, programs, capabilities and long range goals and objectives.

The Principal Systems Engineer is generally experienced in more than one specific domain and may have experience as a subject-matter expert in a related military or commercial application and must possess training or experience in one or more of the following types of disciplines: computer science; computer systems; decision support; computer security; electronic commerce; business processing re-engineering; business process analyses, information architecture planning and design; engineering; operations research; modeling and simulation; math; physics; quality assurance; systems analysis, business or management.

Minimum Education: Bachelor's degree (or equivalent) in mathematics, computer science, engineering, business, or related field

Subject Matter Expert (SME) Systems Engineer

Minimum Experience: At least sixteen (16) years of progressively more responsible experience

Functional Responsibility: A Subject Matter Expert Systems Engineer is an individual possessing the training, skills, and experience of an Expert Software Engineer plus a specialized breadth and/or depth of knowledge in one or more specific domains and may operate in the management structure, providing planning, scheduling, performance tracking, and risk management.

The Subject Matter Expert Systems Engineer is a senior-level IT engineer who understands and applies advanced concepts, theories, and principles; directly contributes toward the development of new principles, techniques, and concepts; and develops technical solutions to a wide variety of complex problems on full-life cycle projects, especially with an emphasis on engineering aspects. This individual has the necessary skills or the managerial experience to function in project leadership roles on small to mid-sized projects and to make decisions resulting in an organization achieving goals critical to major organizational objectives and improving the image of the organization's technological capability. The Subject Matter Expert Systems Engineer advises senior management and customers on advanced technical research studies and applications and can represent the organization as a consultant and spokesperson on major matters pertaining to the organization's policies, plans, and objectives.

Minimum Education: Bachelor's degree (or equivalent) in mathematics, computer science, engineering, business, or related field

Expert Systems Engineer

Minimum Experience: At least twelve (12) years of progressively more responsible experience

Functional Responsibility: An Expert Systems Engineer is an IT engineer who has knowledge in a wide application of technical principles, theories and concepts in his or her field and has demonstrated extensive technical expertise in supporting multiple phases of the software life-cycle. The Expert Systems Engineer typically has developed a specific expertise in an area, for example a programming language, systems type, database, security engineering, etc. The Expert Systems Engineer typically is more productive than individuals who are less experienced or with more generalist experience. The Expert Systems Engineer provides solutions to a variety of complex technical problems with imaginative and thorough solutions with consultative direction rather than formal supervision and exercises considerable latitude in determining objectives and approaches to assignments. This individual is expected to contribute significantly to a team or customer in their particular area of expertise. This individual is able to function in team leadership roles and has frequent technical customer contacts.

Minimum Education: Bachelor's degree (or equivalent) in mathematics, computer science, engineering, business, or related field

Senior Systems Engineer

Minimum Experience: At least eight (8) years of progressively more responsible experience

Functional Responsibility: A Senior Systems Engineer is an individual possessing the training, skills, and experience of a Developmental Systems Engineer plus an increasing breadth and depth of knowledge in one or more specific domains and may operate in the management structure, providing planning, scheduling, performance tracking, and risk management.

The Senior Systems Engineer is a senior-level IT engineer who understands and applies advanced concepts, theories, and principles; contributes toward the development of new techniques, and concepts; and develops technical solutions to a wide variety of complex problems on full-life cycle projects, especially with an emphasis on engineering aspects. This individual has the necessary skills or the managerial experience to function in project leadership roles on small projects.

Minimum Education: Bachelor's degree (or equivalent) in mathematics, computer science, engineering, business, or related field

Developmental Systems Engineer

Minimum Experience: At least four (4) years of progressively more responsible experience

Functional Responsibility: A Developmental Systems Engineer is an IT engineer who has knowledge in a wide application of technical principles, theories and concepts in his or her field and has demonstrated technical expertise in supporting multiple phases of the software life-cycle. The Developmental Systems Engineer provides solutions to a variety of complex technical problems with imaginative and thorough solutions with consultative direction rather than formal supervision and progressively exercises considerable latitude in determining objectives and approaches to assignments. This individual is able to function in small team leadership roles and has frequent technical customer contacts.

Minimum Education: Bachelor's degree (or equivalent) in mathematics, computer science, engineering, business, or related field

Junior Systems Engineer

Minimum Experience: Zero (0) years

Functional Responsibility: A Junior Systems Engineer is an entry- to intermediate-level IT engineer who has demonstrated strong technical skills in core technologies; develops solutions to a variety of routine problems of limited scope; and contributes to the completion of milestones associated with specific projects. This individual works frequently as part of a team to receive any necessary feedback or support and as a team member, participates in determining objectives of assignments, plans and schedules. The Junior Systems Engineer's contacts are primarily with the immediate supervisor or other personnel in the group.

Minimum Education: Bachelor's degree (or equivalent) in mathematics, computer science, engineering, business, or related field

Senior Support Specialist

Minimum Experience: At least ten (10) years

Functional Responsibility: Services of the Senior Support Specialist position are only available through this schedule to support hardware, software, and/or professional services and cannot be purchased separately. The Senior Support Specialist performs in business operations functional areas such as human resources, finance, contracts and subcontracts, purchasing, or administrative support. The Senior Support Specialist develops concepts, techniques, and standards and also develops new applications based on professional principles and theories. It is a senior position whose skills are used to support complex business-related activities. The Senior Support Specialist works independently and is able to supervise other support specialists.

Minimum Education: Bachelor's degree (or equivalent) in business management, computer technology, or related field

Support Specialist

Minimum Experience: At least four (4) years

Functional Responsibility: Services of the Support Specialist are only available through this schedule to support hardware, software, and/or professional services and cannot be purchased separately. The Support Specialist performs in business operations functional areas such as human resources, finance, contracts and subcontracts, purchasing, or administrative support. This individual's skills are used to support business-related activities such as preparing budgets, supporting project scheduling, preparing statistical reports, procuring equipment, and developing solutions to a variety of moderate to complex problems. The Support Specialist receives consultative direction rather than formal supervision and progressively exercises considerable latitude in determining objectives and approaches to assignments. The Support Specialist is able to be a team leader of other Support and Associate Support Specialists and may interact with technical customer contacts.

Minimum Education: Bachelor's degree (or equivalent) in business management, computer technology, or related field

Associate Support Specialist

Minimum Experience: Zero (0) years

Functional Responsibility: Services of the Associate Support Specialist are only available through this schedule to support hardware, software, and/or professional services and cannot be purchased separately. The Associate Support Specialist performs in business operations functional areas such as human resources, finance, contracts and subcontracts, purchasing, or administrative support. This skill is used in support of related company infrastructure activities as they relate to a task order. Associates typically prepare budgets, support project scheduling, prepare statistical reports, procure equipment, and support the program manager with administrative functions. The Associate Support Specialist solves routine problems of limited scope and complexity and works frequently as part of a team to receive any necessary feedback or support; contacts are primarily with the immediate supervisor or other personnel in the group.

Minimum Education: Associate's degree (or equivalent) in business management, computer technology, or related field.

Please Note:

For the educational experience of the positions listed below, an Associate's Degree and two (2) years of relevant work experience or a High School degree and four (4) years of relevant work experience may be substituted for a Bachelor's degree.

Price List

MSI Labor Category Rates for CY 2016 for the GSA IT Schedule

Rates	Experience	Labor Categories
\$172.80	25 Years	Principal Systems Engineer
\$145.99	16 Years	SME Systems Engineer
\$126.95	12 Years	Expert Systems Engineer
\$119.40	8 Years	Senior Systems Engineer
\$93.35	4 Years	Developmental Systems Engineer
\$79.65	0 Years	Junior Systems Engineer
\$140.55	25 Years	Principal Systems Integrator
\$132.24	16 Years	SME Systems Integrator
\$111.08	12 Years	Expert Systems Integrator
\$95.21	8 Years	Senior Systems Integrator
\$82.37	4 Years	Developmental Systems Integrator
\$61.96	0 Years	Junior Systems Integrator
\$98.24	10 Years	Senior Support Specialist
\$81.61	4 Years	Support Specialist
\$63.98	0 Years	Associate Support Specialist

Miklos Systems, Inc.

Miklos Systems, Inc. (MSI) is a small, employee-owned, technology services company offering support and expertise across the full system- and software development life-cycles. Founded in 1993 and headquartered in Fairfax, Virginia, MSI offers the flexibility of a small company, allowing us to provide cost-effective business solutions, immediate access to senior management, a responsive corporate culture, and a support web of well-known partners.

MSI contributes to the success of our commercial and government clients by providing specialized expertise (including consulting and training) in the areas of: integrated knowledge management solutions; enterprise systems management, utilizing Tivoli and other management software; cloud, client-server, and web-based application development; systems and software engineering; database management; cloud and legacy systems transitioning; and project management. By identifying the individual characteristics, anticipated changes, and long-term plans of our customers, we are able to determine cost-effective technical solutions based on factors including: system criticality, projected system life, hardware and software platforms, maintenance and support, end-user expertise, and technology evolution.

Our corporate structure and operating policies are designed to attract top quality professionals, to support employee growth, and to benefit the customer. Most of MSI's professionals possess special clearances. Hiring is based on MSI's principles, including personal integrity, technical excellence, and customer service, as well as a sense of

humor. Employees are treated with respect and granted wide-ranging autonomy in fulfilling their commitments to both MSI and customers. MSI allocates training funds and provides the latest hardware and software to each employee to provide self-directed mechanisms to increase skills and to learn from one another. By focusing on our customers' needs and problems, while avoiding the over-commitment of personnel, the success of MSI is intertwined in client satisfaction.

**Providing Customer-Responsive Service in
Systems Engineering and Application Development**

MSI continuously assesses products, processes and tasks in a context specific to each of our customers. We work with each customer to identify the individual characteristics, anticipated changes, and long-term plans that defines its organization and its mission. This allows us to identify cost-effective technical solutions based on factors including: System Criticality, Cost Considerations, Technology Evolution, End-User Expertise, Projected System Life, Hardware/Software Platforms, and Maintenance/Support.

MSI has expertise in all aspects of solutions development. MSI assists both commercial and government clients — including a number of organizations within the Intelligence Community (IC) and the Department of Defense (DoD)—in dealing with the opportunities, problems, and issues presented by the trends and events that affect their organizations.

MSI contributes to the success of our clients by providing specialized expertise in the areas of:

- Cloud, Client/Server, & Web Application Development
- Network Management
- Database Management
- Systems & Software Engineering
- Consulting
- Integrated Knowledge Management Solutions
- Development Operations (DevOps)
- Systems Administration
- Facilitation
- Training
- Cloud & Legacy Systems Transition

MSI's Major Services Correlate Directly to GSA's IT Professional Services

MSI'S MAJOR SERVICES	IT PROFESSIONAL SERVICES							
	D302	D306	D307	D308	D310	D311	D316	D399
	Development	Analysis	Design & Integration	Programming	Backup & Security	Data Conversion	Network Management	Other IT Services
Client/Server & Web Application Development	X	X	X	X				X
Network Management	X	X	X	X	X		X	X
Database Management	X	X	X	X	X	X		X
Systems & Software Engineering	X	X	X	X	X	X		X
Consulting	X	X	X					X
Integrated Knowledge Management Solutions	X	X	X	X	X	X		X
Legacy Systems Transition			X	X	X	X		X
Facilitation								X
Training								X
Project Management	X	X	X	X	X	X	X	X

Cloud, Client/Server, and Web Application Development

Application Development has changed considerably as the Cloud and Object-Oriented Development (OOD) packages and the Internet have grown in popularity. Code re-use has become more prevalent with OOD, code efficiency has become important again for Web applications, and rapid development and deployment have become expected objectives. MSI personnel have implemented numerous applications and extended commercial packages using Ruby on Rails, Visual Basic (VB), JavaScript, Java 2 Enterprise Edition (J2EE), Enterprise Java Beans (EJB), Sybase Enterprise Portal (EP), iPlanet Web Servers, XML, HTML, C, Active Server Pages (ASP), CGI, and MS Access. MSI has developed client/server database applications in a variety of environments with ORACLE, PostgreSQL, MySQL, SQL/Server, and MS Access as database servers. We have also used Dreamweaver, FrontPage, and HoTMetal Pro for web-site development and management. MSI is experienced with a wide range of Development Operations (DevOps) tools, and we recognize that this is a fast-changing environment and we are always exploring new tools and technologies that can better serve our customers. Some of the tools we've worked with include: GitHub, Jenkins, Nexus, Fortify, Webinspect, Nessus, JIRA, Icinga, Selenium, ELK, Docker, and RocketChat. MSI has worked across all types of environments including AWS, Google, and Microsoft clouds and Windows and Linux based client/server environments. MSI has engaged the following skills on a variety of jobs as needed:

- Rapid Application Development (RAD)
- Prototyping, Tailored Development Cycle
- Object-Oriented Development (OOD)
- Web-Enabled Solutions
- Portals
- Development Operations (DevOps)
- Joint Application Development (JAD)
- Full Life-Cycle Development
- Web-Site Development
- COTS Web-Enabled Solutions
- Client/Server Database Applications
- Cloud Based Applications

Network Management

MSI provides a wide variety of network management services including:

- Tivoli Support for NT and UNIX Systems
- Network Administration
- Citrix Metaframe Environment
- System Installation & Upgrades
- Two-tier & Three-tier Tivoli Architectures
- Backup & Recovery Services
- Heterogeneous Network Architectures
- Troubleshooting

Database Management

Database Management Systems (DBMS) have become an integral part of most systems today, including: document management systems, records management systems, full-text search engines, operating systems, and applications. For many of these systems, fielded information is stored in the DBMS and files are stored on the file server or web server. This introduces additional complexities such as user and group synchronization, recovery differences, etc. MSI's professionals have worked extensively with server, mainframe, and PC DBMS' including: Oracle, Sybase, SQL Server, MySQL, PostgreSQL, AWS Aurora, MS Access, Lotus Notes databases, DB2, CICS, SQL/DS, IDMS, NOMAD, GIMS, ETI*EXTRACT data conversion tool, and EXTRACT Master.

We have chaired user groups and assisted customer organizations in all aspects of database management, encompassing:

- Logical and Physical Database Design
- Database Administration

- Backup and Recovery
- Data Integrity/Data Validity
- Performance Monitoring and Tuning
- Capacity Planning
- Systems Programming

System & Software Engineering

Both the customer and MSI should be involved from the beginning of each system's development to define and prioritize business and system requirements in accordance with their missions and goals. Engineering methodologies can then be employed to make sure these requirements drive all aspects of design, implementation, testing, and deployment. MSI has provided systems integration and systems engineering technical assistance (SETA) support to government agencies. MSI has also conducted organization-wide Software Capability Evaluations, worked on large mission-critical government programs that involve COTS-product integration, and performed extensive software development on n-tier architectures. Some of the methods we use are:

- Risk/Impact Analysis, Feasibility Studies
- Cost/Benefit Analysis, Market Surveys
- Workflow Definition & Analysis
- CM/Testing/Quality Assurance/IV&V
- Business and System Requirements Definition and Analysis
- Design Reviews and Code Walkthroughs
- Performance Studies/Capacity Planning

Other IT Services

In addition to the IT services that MSI provides to its customers, we offer consulting services for every aspect of the systems development life-cycle. Two areas where MSI assists the government are Project Management and Acquisition Management.

Project Management

Well-managed projects are vital to the success of any organization. Projects are the vehicle for making major improvements; however, the risks are often high, the resources are usually limited, and the costs can be high as well. For project managers to be good in their business areas and to possess good interpersonal skills are not enough. A project requires both a high degree of organization and structured procedures — to assess any impacts on existing resources, to provide communication to all affected, to avoid or lessen risks to current operations, and to ensure the project's objectives are met. MSI has successfully employed these important management practices, including tailoring all aspects of the life-cycle on projects ranging in size from small efforts to large mission-critical systems. We can provide program management services such as:

- Project Control Scheduling
- Methodologies & Tools
- Resources/Staffing Allocation & Balance
- Budget Estimation & Tracking
- Life-Cycle Milestone Reviews
- Course/Training Curriculum Development
- Risk Management & Contingency Planning

Integrated Knowledge Management Solutions

MSI provides technical assistance to organizations involved with installing, maintaining, upgrading or customizing Integrated Knowledge Management Solutions (IKMS) as well as Document and Records Management (DM, RM), Web Search and Retrieval (WSR), and Database Management Systems (DBMS). This can include administering and developing SharePoint solutions or more custom engineered solutions as necessary. MSI developed a product that synchronizes data between Retrievalware, a sophisticated search and retrieval system, and PC DOCS, a document management system. Our IKMS knowledge base includes:

- RetrievalWare and Fileroom – for a very powerful Web or Intranet Search and Retrieval solution with or without Imaging;
- DOCS Open, CyberDOCS, PowerDOCS, DOCS RM, DOCS Imaging and Routing, etc. – for a myriad of DM, RM, and KM solutions;
- **IKMS:** Such as integrating RetrievalWare with Hummingbird products, MS SharePoint;
- **DBMS Integration:** Oracle, SQL Server, Sybase, MySQL, PostgreSQL, MS Access;
- **E-mail Integration:** Lotus Notes, MS Exchange; and
- **Portals:** Sybase Enterprise Portal, Autonomy, Hummingbird Enterprise Information Portal.

We have successfully transferred our knowledge of these technologies to our customers. MSI works closely with customer IT organizations, contractors, and customers without IT organizations, to implement practical solutions that meet both short-term and long-term business and financial goals, so they may be responsive to their own customer base. It is important to implement systems that can easily be maintained and upgraded by normal vendor processes, whenever possible, and to provide an understanding of the long-term costs, when not doing so. Therefore, MSI is cost-conscious and implements custom coding only when it's required and after an infrastructure is in place for ongoing support.

Legacy Systems Transition

Transitioning existing systems to a new product involves more than just changing hardware or software. Frequently, the new system leads to new methods of doing business. Engineering the transition involves merging the existing people, processes, and data efficiently together into the new environment. This is especially true of transitions from client/server based solutions to Cloud based solutions such as Amazon's AWS. MSI personnel have actively worked in this discipline on mainframes, LANs, and in the client/server environment. We provide Legacy System Transition support in the following areas:

- DBMS Conversion
- Data Mapping & Conditioning
- User Retraining
- Testing Strategies
- Multiple-Phase Implementation
- Data Extraction
- Data Conversion & Loading
- Application Transition & Conversion
- Cut-over Strategies
- Reverse Engineering

Facilitation

MSI provides facilitation and related decision-support services to customers involved in collaboration efforts, working groups, integrated product teams, agile teams, “scrums,” etc. Some of the services that MSI provides include:

- Strategic Planning
- Operational Planning
- Business Process Reengineering
- Process Improvement
- Legacy Systems Transition Planning
- Systems Delivery Back-out Planning
- Tactical Planning
- Team Building
- Systems Architecture Development
- Systems Roadmap and Evolution Planning
- Data Transition Planning
- Requirements Development
- Disaster Recovery Planning

Training

As part of its IT Services support, MSI can develop and provide specialized training for the systems that MSI develops, enhances or customizes. In response to specific customer requests, MSI has developed and periodically conducts classes on the following three subjects: Software Project Management, Creativity, and Defect Prevention.

Software Project Management

As stated previously, it is imperative to the success of any organization that projects be managed well. MSI provides Software Project Management Training to a variety of government and commercial customers. The class includes the following topics:

- Software Engineering Environment
- Planning Controls
- Subcontracting
- Planning Analysis
- Supervision

Creativity

This seminar defines a number of techniques that will provide skills to the audience with overcoming blocks to creativity. MSI provides training to government and commercial customers using a large number of challenging exercises and class interactions to awaken the creative senses. The concepts and practices taught in this course can be applied to agile software development teams and support agile “scrums” as they complete IT efforts for their customers.

MSI’s Creativity course involves the following topics:

- What is Creativity?
- Brainstorming
- Power of Deferring Judgment
- Increase Ideas by Setting a Quota
- What Would You Never Do?
- List Assumptions and Eliminate One
- Whack Pack Tool
- Change Perspectives
- Think in Metaphors
- Think in Opposites
- Ask “Why?” Five Times
- Power of Words

Defect Prevention

Using the Defect-Prevention Process (DPP), specialists examine their own errors (Causal Analysis) to find ways to improve their processes. MSI's DPP course provides the opportunity for customers to implement continuous improvement programs involving their entire organizations. The concepts and practices taught in this course can be applied to CMMI and ISO-based IT projects to help meet the requirements of those certifying organizations. DPP is built around three principles:

- Defects are opportunities for improvement. They illustrate mistakes in the way work is currently done and DPP provides a method to eliminate these errors.
- People making the defects are interested in eliminating these mistakes.
- People making the defects are best qualified to suggest ways to prevent these defects in the future.